

SPECIFICATION AMENDMENTS:

Please amend the specification as indicated:

Please replace paragraph [0023] with the following amended paragraph:

[0023] The service support system 102 may also have access to a geo-location system 114. The geo-location system 114 may, for example, supply location data associated with technicians. Such a system 114 may include a Global Positioning System (GPS) ~~locator~~ locator associated with service delivery vehicles. Location data from the geo-location system 114 may be used in determining efficient assignment of technicians to a particular service request. Such location data may be used in conjunction with technician capabilities, historical technician statistics, and associated costs to determine which technician may be preferably assigned to a particular service request.